



YOUR ENERGY CONNECTION



Before You Dig

The City of Rocky Mount is concerned for the safety and integrity of service for its customers. The City's utilities consist of natural gas, electric, water and sewer, and they are all subject to damage from excavation. Any excavation by individuals, contractors, or companies can create a *Public Safety Hazard* if not preplanned properly. Planning through the *North Carolina One Call, Inc.* system can be a tremendous help to your business and everyone's safety. Remember, locating utility services before excavation is *mandatory* under North Carolina General Statute **GS 87-100**.

The Natural Gas Division, as a member of *North Carolina One Call*, is requesting that you use the *North Carolina One Call* services to prevent damage to utilities. To prevent accidents and unnecessary utility interruptions, please comply with the following rules.

Call the ***North Carolina One Call Center*** at **1-800-632-4949** prior to any excavation. (*All phone calls should be made 48 hours before excavation begins.*) *They will notify operators of underground utilities including the City. The operators will then mark out all of their underground facilities at no charge!*

If emergency excavations occur on ***weekends*** and ***after*** hours, call **252-972-1278**.

The gas division must be notified with:

- Any exposure of a natural gas line.
- Damage to a natural gas pipe or its coating.
- Damage to a natural gas pipe support.
- Any blasting in close proximity to a gas line.
- A "Gas Leak Survey" will be required if applicable.



Note: The North Carolina One Call, Inc. system is a free service to the public.

BEAT THE PEAK

“Peak” or “Peak Demand” is the greatest amount of electricity used at one time by an electric system, normally when a large number of customers are using appliances at the same time. By controlling the electric load or load management, we can keep electric costs in control. Rocky Mount averages approximately less than 10 days per month load managing. There are several options available:

Electric Water Heater Control-

Water heaters are cycled off during load management periods. Controlling water heaters will not affect the amount of hot water available. Customers receive **\$2.00** credit each month.

Electric Heat Strip Control-

Heat strips are controlled during the winter load management periods, while compressors continue to provide heat. Customers receive **\$15.00** credit each month if the temperature falls to 25 degrees or below on a non-holiday weekday.

Central Air Conditioning Total Control-

Customers receive **\$20.00** credit each month for July, August, and September. The credit is calculated based on yearly consumption. The compressor is turned off for the entire load management period. Fans will continue to circulate the cool air in your house, but your compressor will not generate any new cool air.

There are no installation or maintenance charges associated with this program.

**Call 972-1283 for more information .
Start your savings now!**



October 2004

Changes in Natural Gas Services Fees and Charges

The City will attempt to light the pilots on residential natural gas appliances for the following fees. This service will be provided between the hours of 6 am through 10 pm. Fees are to be charged regardless of success at lighting pilot(s).

Pilot Lighting Fee-Normal Working Hours (7 am-4 pm, Monday-Friday, excluding holidays)	\$50.00
Pilot Lighting Fee-Outside Normal Working Hours	\$75.00

Hurricane Season is Here! Be Prepared and Have Your Emergency Supplies on Hand



What to Do if You Smell Gas

Call the Rocky Mount Gas Department immediately, anytime day or night.

Day 972-1278

Night 972-1414

If you detect a gas leak, we want to know right away. Don't try to locate the problem yourself. If the odor is inside your home or business, an emergency situation could exist, and you should evacuate as a safety measure. Open a window and make sure you use no electrical switches. Extinguish any open flames and evacuate the area.

DON'T BE IN THE DARK...

The City of Rocky Mount provides an area light program that provides lighting services to your home. This can give you automatic dusk to dawn lighting every day for your safety and well being. For as little as \$14.83 monthly which includes the light and a wooden pole you could reap the benefits of this service. An underground charge of \$4.70 may also be incurred.

For additional information, please call 972-1281.